



UNIVERSITI PUTRA MALAYSIA

**ANTECEDENT, CONSEQUENCE AND MODERATOR
FACTORS OF WORK-FAMILY CONFLICT AMONG
WOMAN ACADEMICIANS IN YOGYAKARTA,
INDONESIA**

SUHATMINI HARDYASTUTI

FPP 2000 6

**ANTECEDENT, CONSEQUENCE AND MODERATOR
FACTORS OF WORK-FAMILY CONFLICT AMONG
WOMAN ACADEMICIANS IN YOGYAKARTA,
INDONESIA**

SUHATMINI HARDYASTUTI

**DOCTOR OF PHILOSOPHY
UNIVERSITI PUTRA MALAYSIA
2000**



**ANTECEDENT, CONSEQUENCE AND MODERATOR
FACTORS OF WORK-FAMILY CONFLICT AMONG
WOMAN ACADEMICIANS IN YOGYAKARTA,
INDONESIA**

By

SUHATMINI HARDYASTUTI

**Thesis Submitted in Fulfilment of the Requirements for the
Degree of Doctor of Philosophy in the Faculty of Educational Studies
Universiti Putra Malaysia**

February 2000



DEDICATION

This thesis is dedicated to:

My father, Haryokko Taroediredjo

My mother, Ibu Suhatmini

My mother in law, Ibu Yoso Hardjono

My perpetual husband, Mulyadi

Brothers and sisters

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in
fulfilment of the requirements for the degree of Doctor of Philosophy.

**ANTECEDENT, CONSEQUENCE AND MODERATOR FACTORS
OF WORK-FAMILY CONFLICT AMONG WOMAN ACADEMICIANS
IN YOGYAKARTA, INDONESIA**

By

SUHATMINI HARDYASTUTI

February 2000

Chairperson: Associate Professor Dr. Aminah Ahmad

Faculty: Educational Studies

Married working women play multiple roles as wives, mothers, homemakers and employees, simultaneously. However, employers tend to view employees' problems related to work and family roles separately. These conditions result in work-family conflict as working women try to balance the demands of work and family roles.

This study was conducted to determine the extent of work-family conflict experienced by married working women, and to examine factors that relate and contribute to work-family conflict as well as consequences of the conflict on women's well-being. The interaction effect of moderator factors on the relationships between work-family conflict and women's well-being were also studied. Using self-administered questionnaires, data were obtained from 267 woman academicians from two state universities in Yogyakarta, Indonesia.

This study found that the married working women experienced varying intensities of work-family conflict due to their multiple roles. This finding is

consistent with the role theory which postulates that the expectations of work role can generate interrole conflict when they involve pressures to dominate the time of focal person and interfere with fulfilling the expectations of family role, or vice versa.

The sources of work-family conflict were traced from work and family spheres. These sources included role conflict, role ambiguity, role overload and family conflict. Married working women who possess androgynous characteristics were able to reduce work-family conflict more effectively. The integrated social support from husbands and supervisors buffered the negative effect of work-family conflict on job satisfaction. Meanwhile, the coping behaviour of women exacerbated this relationship.

This study recommended that work and family should be considered as interdependent spheres by employers and families. Hence, policies in the workplace should enhance work-family relationship and reduce as much as possible the extent to which women experience work-family conflict. Family members, through discussions and agreement with husbands and children, should share family roles by practising a symmetrical division of household labour. Women should acquire the androgynous characteristics to reduce work-family conflict through the process of socialisation and training.

To generalise these results, additional research on other samples having different characteristics with regard to occupation, life cycle stage and job tenure are required. The other relevant antecedent variables need to be identified to develop an expanded research framework which will be more powerful in explaining the variance of work-family conflict.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia
sebagai memenuhi keperluan untuk ijazah Doktor Falsafah.

**FAKTOR PENYEBAB, AKIBAT DAN PENYEDERHANA
KONFLIK ANTARA PERANAN KERJA DAN KELUARGA DI
KALANGAN AKADEMIA WANITA DI YOGYAKARTA, INDONESIA**

Oleh

SUHATMINI HARDYASTUTI

February 2000

Pengerusi: Profesor Madya Dr. Aminah Ahmad

Fakulti: Pengajian Pendidikan

Wanita bekerja yang telah berkahwin memainkan beberapa peranan sebagai isteri, ibu, surirumah dan pekerja secara serentak. Walau bagaimanapun, majikan sering melihat masalah pekerja daripada segi kerja dan keluarga secara berasingan. Keadaan ini menimbulkan konflik antara peranan kerja dan keluarga kerana wanita bekerja berusaha untuk mengimbangkan tuntutan kerja dan keluarga.

Kajian ini dijalankan untuk mengenal pasti tahap konflik antara peranan kerja dan keluarga yang dialami oleh wanita, dan mengkaji faktor-faktor yang berkait dan menyebabkan konflik antara peranan kerja dan keluarga serta akibat konflik ke atas kesejahteraan wanita. Kajian ini juga untuk mengenal pasti kesan interaksi sokongan sosial dan tingkah laku daya tindak terhadap hubungan antara konflik peranan kerja dan keluarga dan kesejahteraan wanita. Menggunakan borang soal-selidik isian sendiri, data dikumpulkan daripada 267 akademik wanita daripada dua universiti awam terpilih di Yogyakarta, Indonesia.

Kajian ini mendapati bahawa wanita bekerja yang telah berkahwin mengalami konflik antara peranan kerja dengan keluarga dengan kadar yang berbeza-beza berkenaan dengan beberapa peranan mereka. Temuan ini sesuai dengan teori konflik peranan yang menyatakan bahawa tuntutan peranan kerja menimbulkan konflik apabila tuntutan ini melibatkan tekanan terhadap penggunaan masa seseorang dan menghalangi pencapaian tuntutan peranan keluarga, atau sebaliknya.

Punca utama konflik antara peranan kerja dan keluarga berasal daripada sfera tempat kerja dan keluarga. Punca utama ini merangkumi konflik peranan, ketidakjelasan peranan, beban kerja yang berlebihan dan konflik keluarga. Wanita bekerja yang mempunyai sifat androgini (ciri “kelelakian” dan “kewanitaan” yang tinggi) dapat mengurangkan konflik antara peranan kerja dan keluarga dengan lebih berkesan. Sokongan sosial yang diberi oleh pihak suami dan penyelia secara bersama dapat mengurangkan kesan negatif daripada konflik antara peranan kerja dan keluarga ke atas kepuasan kerja. Sedangkan tingkah laku daya tindak wanita membuat bertambah teruk perkaitan ini.

Kajian ini mencadangkan supaya aspek kerja dan keluarga dipertimbangkan oleh penyelia dan keluarga sebagai sfera yang saling bergantung. Oleh sebab itu, amalan-amalan di tempat kerja perlu meningkatkan hubungan antara kerja dan keluarga, dan sebanyak mungkin mengurangkan konflik antara peranan kerja dan keluarga yang dialami oleh wanita. Keluarga perlu membahagi tugas di rumah secara seimbang melalui perbincangan dan persetujuan anggota keluarga. Wanita sendiri boleh

menyerap sifat androgini untuk mengurangkan konflik antara peranan kerja dan keluarga, melalui proses sosialisasi dan latihan.

Untuk membuat generalisasi daripada hasil kajian, kajian tambahan perlu dijalankan ke atas sampel yang mempunyai ciri-ciri yang berbeza daripada segi jawatan, tahap kitaran hidup dan tempoh perkhidmatan. Angkubah tidak bersandar lain yang relevan perlu dikenal pasti untuk mengembangkan rangka bentuk kajian sehingga lebih bermakna dalam menjelaskan varian konflik antara kerja dan keluarga.

ACKNOWLEDGEMENTS

I express my grateful acknowledgement and appreciation to Assoc. Professor Dr. Aminah Ahmad, the Chairperson of supervisory committee and the two members of supervisory committee, Professor Dr. Rahim Md. Sail and Assoc. Professor Dr. Maimunah Ismail, for their constructive ideas, guidance, encouragement and assistance in the preparation and completion of this thesis.

I am grateful to the external examiner, Professor Emeritus J. David McCracken Ph.D. of the Ohio State University, the United States of America who provided meaningful comments, suggestions and feedback for the improvement of this thesis. My appreciation goes to Assoc. Professor Dr. Cecilia Ng choon Sim, the chairperson of Examination Committee and representative of the Dean of Graduate School, Universiti Putra Malaysia for her comments and feedback during the examination.

A note of thanks also go to the staff of Department of Professional Development and Continuing Education, Faculty of Educational Studies and also to the staff of Graduate School, Universiti Putra Malaysia for their support during my study.

My sincere thanks and appreciation also goes to the Councillor of Gadjah Mada University, Dean of Faculty of Agriculture, Dean and staff of Department of Socio-economic Agriculture, Faculty of Agriculture in Gadjah Mada University for granting the study leave and support to my study. I wish to

extend my sincere thanks to the Dean and staff of Population Studies Center for financial support throughout my study.

My special thanks are also due to married woman academicians in Gadjah Mada and Yogyakarta Universities in the study area for their participation and help in obtaining data. Thanks are also extended to the enumerators who deserve a special mention for their assistance during data collection.

Last but not least, I would like to express sincere gratitude and affection to my beloved husband, Mulyadi, for his understanding, encouragement and patience throughout my graduate programme that made this work a success.

And above all, to Almighty God, Allah SWT, for all the blessings to my family and I as well as His guidance that made everything possible for me to complete my doctoral programme.

I certify that an Examination Committee met on 14 Februari, 2000 to conduct the final examination of Suhatmini Hardyastuti on her Doctor of Philosophy thesis entitled "Antecedent, Consequence and Moderator Factors of Work-family Conflict among Woman Academicians in Yogyakarta, Indonesia" in accordance with Universiti Pertanian Malaysia (Higher Degree) Act 1980 and Universiti Pertanian Malaysia (Higher Degree) Regulations 1981. The Committee recommends that the candidate be awarded the relevant degree. Members of the Examination Committee are as follows:

AMINAH AHMAD, Ph.D.

Associate Professor,
Faculty of Educational Studies,
Universiti Putra Malaysia.
(Chairperson)

RAHIM Md. SAIL, Ph.D.

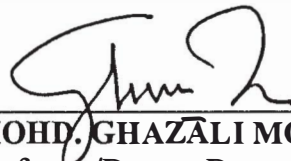
Professor,
Faculty of Educational Studies,
Universiti Putra Malaysia.
(Member)

MAIMUNAH ISMAIL, Ph.D.

Associate Professor,
Faculty of Educational Studies,
Universiti Putra Malaysia.
(Member)

J. DAVID McCracken, Ph.D.


Professor Emeritus,
College of Food Agriculture and Environment Science,
The Ohio State University.
(External Examiner)



MOHD. GHAZALI MOHAYIDIN, Ph.D.
Professor/Deputy Dean of Graduate School,
Universiti Putra Malaysia.

Date: **21 APR 2000**

This thesis was submitted to the Senate of Universiti Putra Malaysia and was accepted as fulfilment of the requirements for the degree of Doctor of Philosophy.


KAMIS AWANG, Ph.D.
Associate Professor
Dean of Graduate School,
Universiti Putra Malaysia.

Date: 11 MAY 2000

DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at UPM or other institutions.



(SUHATMINI HARDYASTUTI)

Date: 18/4/2000

TABLE OF CONTENTS

	Page
DEDICATION.....	ii
ABSTRACT.....	iii
ABSTRAK	v
ACKNOWLEDGEMENTS.....	viii
APPROVAL SHEETS.....	x
DECLARATION.....	xii
LIST OF TABLES.....	xvii
LIST OF FIGURES.....	xx

CHAPTER

I	INTRODUCTION.....	1
	Background of the Problem.....	1
	Political Context of the Research.....	5
	Trend of Women’s Participation in the Labour Force.....	7
	Problem Statement of the Study	11
	Objectives of the Study.....	15
	Significance of the Study.....	15
	Scope and Limitation of the Study.....	16
	Definition of Terms.....	17
II	LITERATURE REVIEW.....	20
	Work-family Conflict.....	20
	Origin of Work-family Conflict.....	20
	Concept of Work-family Conflict.....	27
	Relationship between Antecedent Factors and Work-family Conflict.....	29
	Relationship between Individual-related Factors and Work-family Conflict.....	30
	Relationship between Work-related Factors and Work-family Conflict.....	42



	Page
Relationship between Family-related Factors and Work-family Conflict.....	52
Summary of Antecedent Factors.....	55
Consequences of Work-family Conflict	56
Job Satisfaction.....	56
Family Satisfaction.....	59
Summary of Consequence Factors.....	60
Moderating Effects of Social Support and Coping Behaviour.....	61
Social Support.....	63
Coping Behaviour.....	66
Summary of Moderating Effects.....	68
 III RESEARCH METHODOLOGY.....	 69
Theoretical and Research Framework.....	69
Statement of Hypotheses.....	72
Location of the Study.....	73
Subjects of the Study.....	73
Sampling Procedure.....	74
Measurement and Instrumentation.....	75
Work-family Conflict.....	75
Antecedent Factors.....	76
Consequences Factors.....	83
Moderator Factors.....	84
Pretesting of the Questionnaires.....	87
Reliability of the Scales.....	89
Data Collection.....	90
Analysis of Data.....	92
 IV FINDINGS AND DISCUSSIONS.....	 95
Profile of Respondents.....	95
Characteristics of Antecedent, Consequence and Moderator Factors.....	 99

	Page
Antecedent Factors.....	99
Consequence Factors.....	109
Moderator Factors.....	110
Work-family Conflict.....	113
Relationship between Antecedent Factors and Work-family Conflict.....	119
Relationship between Individual-related Factors and Work-family Conflict.....	120
Relationship between Work-related Factors and Work-family Conflict.....	127
Relationship between Family-related Factors and Work-family Conflict.....	134
Work-family Conflict and Overall Antecedent Factors.....	143
Consequences of Work-family Conflict	146
Relationship between Work-family Conflict and job satisfaction.....	147
Relationship between Work-family Conflict and Family satisfaction.....	148
Moderating Effects of Social Support and Coping Behaviour	150
Social Support.....	151
Coping Behaviour.....	156
 V SUMMARY, CONCLUSIONS AND RECOMMENDATIONS.....	 162
Summary.....	162
Problem Statement of the Study.....	162
Objectives of the Study.....	164
Hypotheses of the Study.....	165
Methodology of the Study.....	166
Findings.....	167
Conclusions.....	171
Recommendations.....	172

	Page
Recommendations for Practice.....	173
Recommendations for Further Study.....	174
BIBLIOGRAPHY.....	176
APPENDICES	
A Additional Tables.....	193
B Questionnaires in English.....	209
C Questionnaires in Indonesia Language.....	225
D Correspondence.....	241
BIODATA OF AUTHOR.....	245

LIST OF TABLES

Table		Page
1	Number of Items and Reliability Coefficients of Variables at Final Stage of the Study	89
2	Distribution of Respondents by Selected Demographic Characteristics.....	96
3	Respondents' Characteristics by Working Hours, Number of Children and Care of Children.....	98
4	Distribution of Respondents by the Types of Behaviour.....	100
5	Distribution of Respondents by the Levels of Gender-role Identity.....	101
6	Distribution of Respondents by Gender-role Identity Groups.....	102
7	Distribution of Respondents by Women's Attitudes towards Their Roles.....	104
8	Summary Statistics and Distribution of Respondents by the Intensity of Work-related Factors	106
9	Summary Statistics and Distribution of Respondents by the Intensity of Family-related Factors.....	108
10	Job and Family Satisfaction as Perceived by Respondents.....	110
11	Social Support and Coping Behaviour as Perceived by Respondents.....	111
12	The Intensity of Work-family Conflict Experienced by Respondents.....	114
13	Means and Standard Deviations of Items Measuring Work-family Conflict.....	117

		Page
14	Summary Statistics of Work-family Conflict and Antecedent Factors.....	119
15	Correlation Coefficient between Work-family Conflict and Individual-related Factors.....	121
16	Multiple Regression between Work-family Conflict and Individual-related Factors.....	126
17	Correlation Coefficient between Work-family Conflict and Work-related Factors.....	128
18	Multiple Regression between Work-family Conflict and Work-related Factors.....	133
19	Correlation Coefficient between Work-family Conflict and Family-related Factors.....	135
20	Multiple Regression between Work-family Conflict and Family-related Factors.....	141
21	Multiple Regression Analysis: Antecedent Factors of Work-family Conflict.....	144
22	Adjusted R-Square Values of Three Major Clusters of Factors and the Combination of the Clusters.....	145
23	Summary Statistics of Job and Family Satisfaction	146
24	Summary Statistics of Social Support and Coping Behaviour.....	151
25	Interaction Effect of Social Support to the Relationship between Work-family Conflict and Job and Family Satisfaction	152
26	Interaction Effect of Coping Behaviour to the Relationship between Work-family Conflict and Job and Family Satisfaction.....	157
27	Intercorrelation Matrix of this Study's Variables.....	193

	Page
28 Means and Standard Deviations of Items Measuring Type A Behaviour.....	194
29 Means and Standard Deviations of Items Measuring Gender-role Identity.....	196
30 Means and Standard Deviations of Items Measuring Women's Attitudes towards Their Roles.....	197
31 Means and Standard Deviations of Items Measuring Role Conflict.....	199
32 Means and Standard Deviations of Items Measuring Role Ambiguity	200
33 Means and Standard Deviations of Items Measuring Role Overload	200
34 Means and Standard Deviations of Items Measuring Occupational, Parental and Marital Commitment.....	201
35 Means and Standard Deviations of Items Measuring Family Conflict	203
36 Means and Standard Deviations of Items Measuring Job Satisfaction	204
37 Means and Standard Deviations of Items Measuring Family Satisfaction.....	205
38 Means and Standard Deviations of Items Measuring Social Support	205
39 Means and Standard Deviations of Items Measuring Coping Behaviour	207

LIST OF FIGURES

Figure		Page
1	The Multifaceted Dimension of Dual-Career Life	23
2	Subidentities of Married Working Women.....	50
3	Theoretical Framework	69
4	Research Framework.....	71

CHAPTER I

INTRODUCTION

Background of the Problem

In Indonesia, development has brought meaningful changes in several aspects of life. One of these widely recognised changes is the increase in women's participation in economic activities, both inside and outside the household. Specifically, married working women were not only responsible for family roles but also share the provider role with their husbands. According to Wilcox-Matthew and Minor (1989), women are faced with problems in performing multiple roles in the work and family spheres as employees, wives, housewives and mothers. Consequential to being employees, women are increasingly being forced to deal with work-related demands that limit their performance of family roles (Duxbury and Higgins, 1991). Insofar as the demands of work and family roles are concerned, balancing these demands has become a principle daily task for many working women.

Concerned with this phenomenon, the government is responding positively to women's responsibilities that arise in the form of multiple roles. The government promotes the following five women's roles, namely, (1) women as partners to their husbands, (2) women as the mother responsible for the quality of children's education, (3) women as household managers, (4) women as secondary breadwinners and (5) women as members of the society.

The promotion of these roles is conducted through a specific women organisation, the Family Welfare Development (*Pembinaan Kesejahteraan Keluarga*) Organisation.

In consideration of the fact that married working women have to cope with multiple roles in their daily life, the government outlined the gender division of labour in the 1993 Broad Guidelines of the State's Fundamentals (GBHN or *Garis-garis Besar Haluan Negara*). These guidelines promoted the harmony and balance of the division of responsibilities in the family and society between men and women since men and women have the same rights, obligations and opportunities in national development. Constituting one-half of the Indonesian population, women are expected to be capable and qualified as important human resource in national development and are given access to participation in the labour force. It is expected that more women would participate in the labour force. Consequently, they have to be able to balance the demand of work and family roles.

One of the important aspects of women's multiple roles is the work and family interface. It can be studied by viewing organisational behaviour from ecological perspectives which include the work and family spheres of life. The inability to meet the demands of work and family spheres could result in work-family conflict among working women. According to Greenhaus and Beutell (1985), work-family conflict occurs when the effort to fulfil the demands of the work role interferes with one's ability to fulfil family demands, and vice versa. The conflict occurs because each of the roles within the family and work environment imposes demands which require time, energy and commitment.

Based on the work of Greenhaus and Beutell (1985), Burke and Greenglass (1987), and Rice *et al.* (1992) defined work-family conflict as the phenomenon in which attitudes and behaviours in the work sphere psychologically influence those in the family sphere, and vice versa.

Work-family conflict has been extensively studied. There are several reasons for the increased focus on work-family conflict. First, single parents and dual-career families are faced with the problems of balancing work and family roles. Secondly, work-family conflict has been associated with negative consequences including emotional exhaustion, reduced job satisfaction, reduced family satisfaction, psychological distress, job insecurity (Greenhaus and Beutell, 1985; Sekaran, 1986; MacEwen and Barling, 1994; Duxbury *et al.*, 1994; Larson *et al.*, 1994; Aminah Ahmad, 1995a; Boles *et al.*, 1997). These negative consequences point to the importance of further understanding the interdependence between work and family. Besides these consequences, several studies have also been undertaken on work-family conflict in developed countries. Most of these studies have been devoted to studying its prevalence (e.g. Pleck *et al.*, 1980; Gutek *et al.*, 1991; Frone *et al.*, 1992b), and antecedents (Greenhaus and Beutell, 1985; Frone and Rice, 1987; Greenhaus *et al.*, 1989; Gutek *et al.*, 1991). Aryee (1992; 1993) has studied the antecedents and consequences of work-family conflict in Singapore while Kinnunen and Mauno (1998) studied these aspects in Finland. In developing countries such as Malaysia, Aminah Ahmad (1995a; 1995b; 1996a; 1997) has studied the intensity of work-family conflict experienced by working women and its consequences. Meanwhile, there is a dearth of research pertaining to this area